



March 2008

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ALLTEL BILLING ADJUSTMENTS

As many of you know, during the past few months, the Office of the CIO has been assisting Alltel with changes to our wireless billing. During this time, there were many changes made to several accounts throughout the State that included account merging, bill cycle changes and rate plan changes due to a new contract that went into affect October 2007. Many of you also have experienced billing errors during this time of transition. Our office has been working with Alltel diligently to correct all the errors and we are confident that Alltel has made the necessary adjustments. The March IBT will show credits received from Alltel so far during our verification process. The remaining credits will appear on the April IBT. Thank you to everyone for being patient with us as we worked to resolve these issues.

Below is further explanation of the issues that occurred and that have been corrected.

- Bill cycle change: the bill cycle has been changed to the 1st of every month now so you will receive a full month worth of detail on your bill for the previous month. In making the bill cycle change, you will notice that January detail covered the timeframe of November 21, 2007 through December 31, 2007. With this change, some of you may see some partial month charges and then a full month charge in advance on the January or February bill. Some of these charges appeared twice and Alltel has found and corrected the double billings.
- Account consolidation: during the same time of the bill cycle change, we also condensed some of our State accounts for easier management. In the process of changing some wireless numbers to new accounts and changing the bill cycle at the same time, there were some double billings created with pro-rated credits on the old account and pro-rated charges and advance charges on the new account. In doing this, wireless numbers were appearing on both the old and new accounts for a period of time which resulted in multiple lines of charges and credits for the same feature. This error has been corrected and credits issued.
- The State receives additional discounts for services from Alltel on our new contract. Uploading those discounts into the Alltel billing system, and not removing the old discount codes in a timely manner, created some duplicate

billing at both discounted rates. Alltel has removed these multiple discounts and line charges.

- Local Freedom Pooling 1000 for \$39.95 is now Greater Freedom Pooling 700 for \$31.99
- National Freedom Pooling 300 for \$35.00 is now National Freedom Pooling 500 for \$31.99
- Total Freedom Pooling 350 for \$39.95 is now National Freedom Pooling 1000 for \$39.99. All Total Freedom Plans have been removed.
- No changes were made to the State Flat Rate plan
- No changes were made to aircard rates
- No changes were made to tethering or modem rates.
- All users on an Individual rate plan have been moved to a pooling rate plan.

The March IBT will show some of the credits mentioned above and the remaining credits will be applied on the April IBT. If you have further questions about your billing, please contact Norma White at 402-471-3562, norma.white@nebraska.gov or Susan Dodds at 402-471-6391, susan.dodds@nebraska.gov for assistance.

DAYLIGHT SAVING'S TIME UPDATE FOR WIRELESS EMAIL CAPABLE DEVICES

On March 9th, 2008, we all experienced a change in Daylight Savings Time. You may have noticed that your computer, telephone and cellular phones automatically made the change. For some of you that are now using Windows Mobile Devices, the change was not automatic. To fix this issue, the steps below will need to be taken. If you have already contacted the Office of the CIO for assistance with this issue, you will not need to complete this process a second time.

For Windows Mobile users who do not connect to their PCs

For users that do not connect to PCs, there is an update file (.CAB) available to make this update. (Note: There are a number of ways to install a .CAB file and the steps below outline a popular method).

1. Using the Microsoft Internet Explorer Mobile browser on your device, go to <http://www.microsoft.com/windowsmobile/> and download the Daylight Saving Time Update to your Windows Mobile device. This file will install the update directly on the device. On your device, navigate to the file you downloaded, and then tap it (or select the file and press "OK" button on a non-touch screen device) to install the update. If you are unable to download the link proceed to step 2.
2. If you are unable to access the link in step 1 on your device, open Windows Internet Explorer on your PC and go to <http://www.microsoft.com/windowsmobile/>. After downloading the file, attach it to an e-mail and send it to an account you can access on your device. On your device, open the e-mail and save the attached file. NOTE: On some devices, you may need to synchronize your e-mail a second time to download the attached file. Then navigate to the file on your device and click on it to install the update.

Note: After you install this update, your device will automatically restart to ensure that the update is complete.

If you have further questions about your billing, please contact Norma White at 402-471-3562 or Susan Dodds at 402-471-6391 for assistance.

SkillSoft CBT Courses

The new Computer Based Training (CBT) application is now available. The CBT application offers over 3,000 courses, test prep materials and mentoring. The application offers the ability to setup and assign curriculum, as well as run reports at the agency and individual levels.

Administrative access can be assigned to an individual (i.e. training coordinators) within agencies. The new application is available at a very economical price of \$75.00 per user for **unlimited** use until December 31, 2008. No one is offering classroom training at that price anywhere!

Migrating to Outlook or upgrading to Office Suite 2007? The CBT application course offerings have you covered. Use the URL below to see what's available in the SkillSoft catalog <http://www.skillport.com/catalog/default.asp>

To learn more or to sign up contact Judy at, 402/471-7732 or judy.davidson-whitehead@nebraska.gov

Computer Training Lab

Need a place to hold your computer or online training classes? The OCIO training lab is available for \$300.00 per day (half day rates are also available). The lab contains 12 student stations, plus an instructor's station and a projector. Assistance with loading training software or other setup needs are available at an additional charge. The training lab is located in the lower level of the Nebraska State Office Building.

Is classroom training on applications such as Word 2007, Excel 2007, etc. held in the training lab? Application training courses can be scheduled by request. There are minimum student requirements that must be met in order for classes to run and be cost effective. Local vendors are used to facilitate the classes. We have found that public offered courses by vendors are more likely to run and pricing is fairly reasonable. Local vendors offer discounts to State groups.

Contact Judy at 402-471-7732 or judy.davidson-whitehead@nebraska.gov for more information.

Training Tapes

VHS training tapes on a variety of technology topics are available for check out. The featured video for March is "Determining Caller Needs." This video's focus is on effective listening skills, questioning techniques and the tools needed to determine exactly what customers are requesting.

The recommended approach is to view and then discuss the video contents in relationship to what your current practices are. This 25 minute video is a product of

The Telephone Doctor and is closed-captioned. Use of the tape is free to customers of the Office of the CIO.

Contact Judy at, 402/471-7732 or judy.davidson-whitehead@nebraska.gov if you require additional information or to request a full video library listing.

Directory Listing Closing Dates

City / Location	Due Date
Arlington	April 1 st
Benkelman	May 1 st
Cody	April 15 th
Fremont	May 1 st
Grand Island	April 15 th
Norfolk	May 15 th
Sidney/Kimball	May 15 th